

Toll Free Telephone Numbers and Customer Service Information for Medicaid Inquiries

If you are unable to locate a Home Health provider or Extended Care Services or a Personal Care Services (PCS) provider, or if you have an authorization for services but are not receiving them, please call toll-free 1-888-758-2220.

Kidmed & CommunityCARE Referral Assistance Hotline

1-877-455-9955

Medicaid Eligibility Hotline

1-888-342-6207

Medicaid Services Chart Web site

www.dhh.louisiana.gov/offices/page.asp?id=92&detail=6736

Medicaid Web site

www.medicaid.dhh.louisiana.gov

email address: medweb@dhh.la.gov



What if a provider is not available, or the provider can't find staff?

If you cannot find a provider of the services you need in your area willing to submit a request, contact your support coordinator. If you do not have a support coordinator, contact DHH directly at **1-888-758-2220** and tell them you cannot find a provider.

DHH will take all reasonable steps to find a willing and able provider within ten days.

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Medicaid



How to Locate Medicaid Services & Medical Equipment for the Home

Bureau of
Health Services
Financing

Telephone: 1-888-758-2220

► Services provided in the home

Personal Care Services

Personal care services (PCS) are provided by a trained attendant when disability, illness or injury causes a child to require assistance with eating, bathing, dressing and personal hygiene.



Assistance with activities of daily living



PCS does not include medical tasks such as giving medication, tube feeding or care of an in-dwelling catheter or tracheotomy.

PCS is not a substitute for child care. A parent or adult caregiver must be in the home while services are being provided to children age 14 or younger.



Extended Home Health

is medically necessary home nursing care for persons that can need more skills than Personal Care Services. Home Health agencies can also provide physical, occupational and speech therapy in the home if this is medically necessary.

Home Health Services for children and youth are not limited by frequency or duration.



Children and youth needing skilled nursing services



Medical Equipment and Supplies

Children are entitled to any medically necessary medical supplies, equipment and appliances needed to correct, improve, or assist in dealing with physical or mental conditions.



Equipment and supplies suitable for use in the home

This includes lifts and other devices to help the family deal with a child's circumstances, and also some medically necessary dietary or nutritional assistance.

Medical Equipment and Supplies must be prescribed by a physician and prior authorized.



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